

# [ JANUARY 2008



SUN	MON	TUE	WED	THU	FRI	SAT
		1 A HAPPY NEW YEAR	2	3	4 Pay Day	5
6	7	8	9	10	11	12
13	14	15	16	17	18 Pay Day	19
20	21 M.L.K. DAY	22	23	24	25	26
27	28	29	30	31		

Congratulations! You got a new computer for Christmas from the man in the red suit. Now you're thinking of hooking it up to the whole wide world through the Internet but don't know where to start.

First, you'll need is an ISP. That's an Internet Service Provider, a company that provides access to the Internet. By supplying necessary software, a password-protected user account and a way to connect to the Internet, ISPs offer their customers the capability to browse the web and exchange e-mail with other people.

So how do you choose an ISP? There are thousands of ISPs and it's often difficult to decide which one best suits your needs. Some factors to consider include:

**Security** - Do you feel that the ISP is concerned about security? Does it use encryption to protect information you submit (e.g., your user name and password)?

**Privacy** - Does the ISP have a published privacy policy? Are you comfortable with who has access to your information and how it is being handled and used?

**Services** - Does your ISP offer the services you want? Do they meet your requirements? Is there adequate support for the services?

**Cost** - Are the ISP's costs affordable? Are they reasonable for the number of services you receive, as well as, the level of those services? Are you sacrificing quality and security to get the lowest price?

**Reliability** - Are the services your ISP provides reliable, or are they frequently unavailable due to maintenance, security problems, a high volume of users, or other reasons? If the ISP knows that services will be unavailable for a particular reason, does it adequately communicate that information?

**User support** - Are there published methods for contacting customer support? Do you receive prompt and friendly service? Do their hours of availability accommodate your needs? Do the consultants have the appropriate level of knowledge?

**Speed** - How fast is your ISP's connection? Is it sufficient for accessing your e-mail or navigating the internet?

**Recommendations** - Have you heard or seen positive reviews about the ISP? Were they from trusted sources? Does the ISP serve your geographic area? If you've uncovered negative points, are they factors you are concerned about?

Now you're ready to get connected. Happy surfing!



ADOA Information Security

**AIS**

Managing Our Information Safeguards

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